DUTY STATEMENT
DS 3022 (1/2015)

<div align="center">

DEPARTMENT OF DEVELOPMENTAL SERVICES
INFORMATION TECHNOLOGY DIVISION
TECHNICAL BUSINESS MANAGEMENT OFFICE
SERVICE DESK/ACQUISITIONS SECTION

DUTY STATEMENT

</div>

JOB TITLE: Information Technology Associate   **POSITION #:** 472-512-1401-003

WORKING TITLE: IT Service Desk Analyst   **NAME:**

POSITION DESCRIPTION: Under the supervision of the Information Technology Supervisor II, the incumbent provides full journey level IT Service Desk/Acquisitions support, which includes daily phone coverage, emails, and ITD Solution Center Service Request submission tracking for all ITD customers, including HQ/HQ South, STAR Homes, Regional Center and Developmental Center staff. Service Desk support includes applications, software and hardware products. Requires knowledge and experience with Microsoft Office 365 products, Windows 10, Safenet//Citrix clients, and ability to troubleshoot and instruct users on the products. Requires knowledge and experience with Secure File Transfer Protocol process with HQ, Developmental Center, and Regional Center staff. Knowledge and experience with wireless network, iPhones, tablets, video conferencing, VoIP, and new ticketing system. Backup in the Acquisitions purchasing process.

SUPERVISION EXERCISED: N/A

SUPERVISION RECEIVED: Information Technology Supervisor II

EXAMPLES OF DUTIES:

DOMAIN(S):   Client Services: critical skills
                        Business Technology Management: critical skills
                        Software Engineering: moderate skills

Essential Job Functions:

45%   Document, troubleshoots, respond to, and resolve Service Desk incident/service calls, emails, and ITD Service Requests in Solution Center/ServiceNow, and provide innovative problem solving to customers with requests, or recommend workarounds. Provide support for tablets, laptops, and PCs. Microsoft Office 365 administration of Suite and Solution Center/ServiceNow servers, Citrix clients, Network multifunctioning printers, Resets passwords in various applications. Modify groups in Active Directory. Install, configure, maintain, and troubleshoot software applications and hardware equipment. Knowledge and experience with Secure File Transfer Protocol (SFTP) process. Perform miscellaneous activities --laptop and video conferencing reservations, plotter printing, customer access to multifunctioning printers. Complete other assigned duties as required within the scope of this position.

Essential Job Functions (cont'd):

15%   Execute guidelines for technology governance and process improvements. Track monitor, and audit information technology assets. Analyze, develop, document business Process & Procedures/Job Aids. Maintain software product documentation. Implement software that adheres to enterprise requirements. Create, enhance, and maintain IT software solutions. Acts as project leader and/or participates with other analysts in data analysis of a complex nature or broad scope. Help test, debug, and evaluate software systems.

15%   Formulate, deliver, develop materials, coordinate schedules, and Instruct end users on Microsoft Office products in classroom and webinar training settings.

15%   Backup in the Acquisition purchasing process. Assist customers with completion of Form 5 purchase requests and the ITD Service Request. Function as one of the backup points of contact between ITD and Customer Support Section (CSS) for purchasing IT Goods and Services. Uses automated Track#IT tools to either, administrate, maintain or enhance current and future acquisition processes.

Marginal Job Functions:

 5%   Backup with Server, iPhones, Voice over IP, and tablet administration.

 5%   May act in lead capacity on the Service Desk

WORKING CONDITIONS: Occasional after hours work to resolve Network issues. Occasional mandatory overtime or travel (day trip or overnight within the state of California) to ensure completion of network tasks at HQ or remote sites. Must possess a valid and active driver's license. Open-spaced partitioned office. Must be willing to work a shift starting no earlier than 7:00am and leave no later than 5:30pm and cover a shift during the lunch period between 11:00pm-2:00pm.

ESSENTIAL PHYSICAL CHARACTERISTICS: Work on a personal computer up to 80% of the time. Occasionally required to move and transport objects weighing up to 25 pounds. Must be able to walk or drive to remote work sites.

DESIRABLE QUALIFICATIONS:

Knowledge of: Principles, techniques, and practices related to the delivery of information technology services; the Department's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; data administration techniques and best practices; and the Department's goals and policies.

Ability to: Develop and maintain cooperative and harmonious relationships with Department/DCs, Regional Centers, the public, and others, maintaining a calm demeanor under pressure, and demonstrating consistency in attendance; work with professional personnel in the field relating to, coordinating, and developing services for persons with developmental needs; use initiative; act independently with flexibility and tact; use logic, creativity, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; perform technical analysis of proposed technology solutions; serve as technical liaison; develop and effectively utilize all available resources; analyze situations accurately and take effective action; speak and write effectively; analyze data and present ideas and information effectively;

CERTIFICATION OR LICENSE: None.